

Service Writer



Job Code: 4311
Grade: 122
Reports to: Fleet Maintenance Supervisor
Salary Range: \$36,557 - \$55,975
FLSA Status: Non-Exempt

GENERAL STATEMENT OF DUTIES

Performs intermediate clerical and technical work in writing service requests, work orders, and assisting with the procurement of parts for the repair and servicing of automotive, construction, and specialty equipment; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS

An employee in this classification receives and answers inquiries by telephone or in person on a wide range of Fleet Management services, rates, policies and procedures. Emphasis is upon exhibiting tact and courtesy in handling customers' and co-workers' inquiries and requests. Employee applies basic mechanical knowledge to accurately extract information from customers to effectively expedite the repair process. Independent judgment is required in making frequent routine decisions. At this level, the employee is expected to resolve routine problems based on knowledge of departmental policies and industry standards. Duties include responding to phone and radio calls, scheduling and prioritizing the work, and providing administrative support to the supervisor. Work is performed under regular supervision. Assignments are made orally or in writing and work is reviewed through observation of results obtained, conferences and periodic reports or evaluations.

ESSENTIAL FUNCTIONS

Preparing service repair orders; securing prices and parts; preparing and maintaining files and records.

EXAMPLES OF WORK

- Receives and writes up repair and service requests.
- Prepares files, records, and writes work orders.
- Enters vehicle maintenance data on computer.
- Identifies and locates appropriate vendor, determines prices, prepares requisitions, assigns control numbers.
- Records repairs made and service rendered, time, and parts used.
- Prepares monthly reports on repair services and charges.
- Maintains gas, fuel, lubricant, and fluid use records.
- Assists automotive mechanics as necessary.
- Receives and stocks parts.
- Acquires and maintains service manuals.
- Picks up parts at local vendors.
- Answers incoming telephone calls.
- Performs related tasks as required.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

General knowledge of the repair and maintenance of automotive and construction equipment; general knowledge of the availability and procurement of automotive and construction and specialized equipment parts and supplies; general knowledge of inventory and related accounting procedures; general knowledge of business mathematics; general knowledge of standard office procedures; ability to operate standard

office equipment and personal computer; ability to establish and maintain effective working relationships with other employees and the general public.

MINIMUM EDUCATION AND EXPERIENCE

High School graduation, High School Equivalency Diploma, or G.E.D. Certificate; supplemented by one (1) year of experience in service writing and administration support for a fleet management function, including identifying fleet/equipment repair requirements, dispatching repair requests, and customer service; or any equivalent combination of education, training, and experience.

WORK CONDITIONS

- Medium work requiring the exertion of up to 50 pounds of force occasionally, up to 20 pounds of force frequently, and up to 10 pounds of force constantly to move objects.
- Work requires stooping, crouching, reaching, walking, fingering, grasping, feeling, and repetitive motions.
- Vocal communication is required for expressing or exchanging ideas by means of the spoken word.
- Hearing is required to perceive information at normal spoken word levels.
- Visual acuity is required for preparing and analyzing written or computer data, visual inspection involving small defects and/or small parts, use of measuring devices, operation of motor vehicles or equipment, determining the accuracy and thoroughness of work, and observing general surroundings and activities.
- The worker is subject to inside and outside environmental conditions, noise, atmospheric conditions, and oils.

SPECIAL REQUIREMENTS

- Possession of an appropriate driver's license valid in the State of Maryland.
- An employee in this classification is subject to random drug and alcohol testing pursuant to the City of Gaithersburg's Drug-Free Workplace Policy, Drug & Alcohol Testing Procedures.

This is a class specification and not an individualized job description. A class specification defines the general character and scope of duties and responsibilities of all positions in a job classification. The list of essential functions/examples of work, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

The City of Gaithersburg is an Equal Opportunity Employer. In compliance with Equal Employment Opportunity guidelines and the Americans with Disabilities Act, the City of Gaithersburg provides reasonable accommodation to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.